Caremark.com – Single Sign-On Clients (SSO)

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**Description:** Information regarding **Single Sign-On (SSO)** clients. The SSO option allows members to register and access Caremark.com from their primary benefits website instead of directly on Caremark.com.

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| Single Sign-On (SSO) Clients |

There are several hundred clients that offer Single Sign-On (SSO) capabilities. Refer to the client CIF to confirm client is not SSO only or [SSO Client List](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31494ba4-5d68-427e-8d9c-5db63287b47f). Note: Some clients listed may no longer be active with CVS Caremark.

Several clients have a registration age lower than age 18. Refer to [Underage Registration Client List](file:///C:\Users\Ur17ihl\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\8HB50H3P\TSRC-PROD-017878).

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| Single Sign-On (SSO) + Auto Registration Clients |

The clients referenced below have Single Sign-On (SSO) + Auto Registration. When these members register from their primary benefits website and access Caremark.com via SSO, they are automatically registered on Caremark.com.

Reference the table below:

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| **Client** | **Auto-Registration** |
| HMSA | Yes |
| CareFirst | Yes |
| Blue Cross Blue Shield Massachusetts (Exception: Carrier X22ME) | Yes |
| Commonwealth Care Alliance (CCA) (Client code: X24BB) | Yes |
| Commonwealth Care Alliance Med D (client codes: X24BC, X24BD, X24BE, X24BF) | Yes |

Access Caremark.com and go to the Profile page (regardless of registration status shown from Compass) to confirm registration.

 Members who have Single Sign-On + Auto Registration from their primary benefit site may have usernames that contain all numbers. **Do Not** delete a registration when the username contains all numbers.

* **Note:**  It is a **HIPAA violation** to disclose a username that contains all numbers as it is the member’s Internal ID number. In this case, the member should be advised to log onto their primary benefit website to access Caremark.com via Single Sign-On (SSO).

All other SSO clients/members can register from their primary benefits website via SSO or directly on Caremark.com.

* **Note:**  Some clients prefer that their members register and access Caremark.com from their primary benefits website (**Example:** FEP, Arkansas BCBS).

If the member normally accesses Caremark.com via SSO from their primary benefits website and is having trouble, it may not be appropriate to delete the registration to allow the member to re-register. Refer to the client CIF or submit a web error to be researched by the Web Support team if in doubt. Refer to:



* [Caremark.com – Web Error Form Process (Commercial and MED-D)](file:///C:\Users\Ur17ihl\Downloads\TSRC-PROD-041424)
* [Caremark.com - Web Error Form Process (Vendor Teams Only)](file:///C:\Users\Ur17ihl\Downloads\TSRC-PROD-046777)
* [Caremark.com Web Error Reporting and Troubleshooting Guide](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8f4576f4-b866-4b64-beb0-c1089b3c32e8)
* If a member can register or log in on Caremark.com directly, they should also be able to use the Caremark Mobile App (some exceptions apply).
*  If the member has questions about the website, they can be assisted once on Caremark.com pages.

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| Blue Cross Blue Shield Massachusetts |

Blue Cross Blue Shield Massachusetts has Single Sign-On (SSO) + Auto Registration from MyBlue at [www.bluecrossma.org](http://www.bluecrossma.org) or the MyBlue App. Members are blocked from registering or logging in on Caremark.com or the mobile App directly.

 **Important Notes:**

* Subscribers/cardholders, **age 17 and over** can sign in on MyBlue and access Caremark.com via SSO.
* Minors, **age 17 and under** who are dependents covered under a family or parent’s plan cannot access Caremark.com via SSO. Their prescription information will be available on Caremark.com from the parent’s account.

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| CareFirst |

CareFirst members are required to auto register and access Caremark.com via Single Sign-On (SSO) from <http://www.carefirst.com>**. Members are** blocked from registering or logging in directly on Caremark.com or the mobile App. Members 12 years of age and older are considered adults and are required to auto register from CareFirst.com. They will need to be authenticated the same way as a member who is over the age of 18. They will need to create their own CareFirst account to access Caremark.com. Family access can then be granted to allow the subscriber to view/order their mail order prescriptions.

** CF-NCAS CFA - This client is not CareFirst. They are a separate entity and should not be serviced using CareFirst guidelines.**

Members covered under CF-NCAS CFA carriers are required to register and log in on Caremark.com.

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| Related Documents |

**Parent Document:** [CALL 0045 Customer Care Web Support Email Response and Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0045)

[CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms](file://C:\Users\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\INetCache\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\AppData\Local\Microsoft\Windows\INetCache\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KO24OB18\CMS-2-017428)

**Index:** [Caremark.com - Work Instruction/Job Aid Index](file:///C:\Users\Ur17ihl\Downloads\CMS-PRD1-105672)

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